

The Tsao Foundation strives to help older persons realise opportunities in longevity by being a catalyst for constructive systemic and mind-set change. This mission is undertaken through four synergistic core initiatives:

- **Community for Successful Ageing (ComSA)** takes a community-wide approach to forge an integrated system of comprehensive programmes and services with the aim to promote health and wellbeing over the life course, and to enable ageing in place.
- **Hua Mei Centre for Successful Ageing** which enables ageing-in-place by pioneering replicable, community-based, integrated health and psychosocial age care service models grounded in person-centred principles
- **Hua Mei Training Academy**, dedicated to capacity building in professional community-based age care, informal and family caregiving, as well as personal development and community action in successful ageing through providing practitioner-driven training, education and consultancy services
- **International Longevity Centre Singapore** which supports policy, practice, advocacy and community development through initiating high impact research and collaborative platforms in population ageing issues and related action

Established in 1993, the Tsao Foundation is a Singapore-registered charity with IPCs (Institutions of a Public Character) and engaged in the global response to longevity.

ComSA, a programme that takes a person-centred, preventive, life course and public health approach to planning for a community, where there is an integrated continuum of health and social services for an age-friendly community. Tsao Foundation aims to make ComSA a replicable model of successful ageing where people can reap the dividends of longevity.

You are invited to be part of the team at ComSA Whampoa Centre to engage the community in the promotion of active and healthy ageing.

## Information & Referral Executive

Reporting to the Clinic Manager, ComSA, the incumbent's main responsibility is to link clients with needed services by identifying their needs, source and link them to the most appropriate services. A main liaison person with internal customers, AIC, social agencies, volunteers, social agencies, family caregivers etc., the position also ensures smooth coordination of services for patients and potential clients, including providing administrative support when needed.

### **Main Responsibilities**

- Attend to enquiries (walk-ins or phone calls) and promptly respond to emails about services from ComSA Centre.
- Administrative duties from handling referrals, enrolment, admission to discharge;
- Conduct interviews, Means Test and screen inquirers to fully assess their needs and situations and give appropriate recommendations, including financial schemes to individuals;
- Initiate referral to Primary Clinic, Care Management Services, ComSA activities/courses and outreach events where applicable;
- Provide guidance and objective referral to the appropriate community resource/service provider;
- Administer service and grant applications;
- Maintenance of referral database and generate monthly & quarterly reports;
- Undertake any other tasks as assigned by the Manager;

### **Requirements:**

#### **Qualifications**

- Diploma in Social Services (SSI) OR
- WSQ Level 3 or higher in Operations or Community Services (Senior Services) from a recognized institution.
- Basic accounting or book-keeping knowledge is essential
- PC literacy especially in Ms Office suite

#### **Experience**

- At least 2-3 years' working experience in relevant field of social services;
- Good sense of judgement and make accurate assessments from sensitive information provided by inquirer;
- Applicants with experience in healthcare or eldercare setting will be an added advantage;
- Have a sense of urgency and able to multi-task especially in a fast paced environment;

#### **Other Skills**

- Good written and verbal communication and listening skills
- Independent and a good team player
- Good interpersonal skills and feel comfortable interacting with people of all levels, including, clients, their families and the general public
- Committed and passionate in working with the elderly
- Ability to understand and converse in simple dialects
- Enjoy the challenges of community interventions

Interested applicants, please email your resume, current and expected salaries to: [hr@tsaofoundation.org](mailto:hr@tsaofoundation.org)

We regret that only shortlisted candidates will be notified.